

Accommodation Process: Information Sheet

The following document is informed by the [Ontario Human Rights Commission's policy on accessible education \(2018\)](#).

1. INITIAL MEETING

Please see our [webpage](#) for information on what we do, and who is eligible for our services. You can use the following [booking link](#) or email ola.reception@utoronto.ca to make your initial appointment with the PGME Accessibility Advisor or Wellness Directors.

Prior to your initial meeting, you may find it helpful to consider the barriers you have been facing and the functional impact of your condition (if any). If applicable, please also gather information about accommodations you may have previously had in clerkship or school. If you are unsure or require support in identifying these factors, you can wait until your initial appointment to learn more about the process and your options.

At this initial appointment, the Accessibility Advisor or Wellness Directors will speak to you about your current concern or situation and support you in initiating the accommodation process and navigating next steps. All information you share is voluntary and you are not required to disclose disability to receive services. The initial appointment may end with a request for consent to communicate with your program director and a request for supporting medical documentation. Potential accommodations solutions will be discussed with you depending on your eligibility. Other supports may be shared based on your individual situation. You are encouraged to be in touch with this staff member through email for any follow-up questions or appointment requests.

2. COLLABORATION

The accommodation process is a shared responsibility, and requires ongoing collaboration between you (the learner), OLA PG Staff, and the program for successful and timely implementation. There may be an iterative consultative process with your program director to ensure that accommodations are appropriate and supportive. Your healthcare provider can also provide important information to guide and support accommodation requests. Depending on the accommodation, the process can take up to 4-6 weeks.

3. DOCUMENTATION

You are not required to disclose your diagnosis to our office in order to receive support, as per the **Ontario Human Rights Code**. A qualified healthcare provider can provide a letter in support of accommodations by referring to the presence of a disability and its functional impact. Interim accommodation plans can be discussed if you are in the process of assessment or are having difficulty obtaining documentation. Your medical documentation is stored securely by OLA-PG files and never shared with your program.

Medical documentation requirements can be discussed at your initial appointment with the PGME Accessibility Advisor or Wellness Directors, and obtained thereafter.

See the following guidelines for your medical documentation:

- Professional letterhead, signature of health-care provider
- Confirmation of a permanent/temporary disability (diagnosis is not required, but can be included)
- Functional impact of the condition
- Recommended accommodations as related to functional impact

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4. THE ACCOMMODATION PLAN

The final plan will be communicated to you and your Program Director. The plan will be developed to include accommodations that address the functional limitations you are experiencing as supported by your medical documentation. The accommodations will also consider the bonafide/essential requirements of your program. This plan is a living document that may be modified if new barriers are experienced, or your needs fluctuate. Once your accommodation plan is sent to your Program Director, further communication between you, the Accessibility Advisor/Wellness Director, and your program may be required to support implementation.

5. COMMUNICATION OF PLAN

You may request support in communicating accommodations with relevant parties from the Accessibility Advisor, Wellness Director and/or your Program Director. Your plan will only be communicated to those necessary to facilitate implementation of accommodations.

6. PLAN REVIEW

Your accommodation plan will be reviewed at regular intervals to keep up to date with your functional impacts (if any), and your circumstances. You may need to request updated information from your healthcare provider. Please communicate any changes to your needs, or any problems with current accommodations to OLA promptly.

ROLE OF THE LEARNER IN THE ACCOMMODATIONS PROCESS:

- Self-identify to university and initiate communication to the best of their ability.
- Answer questions about relevant limitations or restrictions, including information from medical and health care professionals.
- Take part in discussions about possible accommodation solutions.
- Meet essential requirements once accommodation is provided.
- Work with education provider/ OLA PG on an ongoing basis to manage the accommodation process.
- Promptly advise education provider/OLA PG of any difficulties, changes in your needs, or problems with arranged accommodations.

ROLE OF OLA PG STAFF (ACCESSIBILITY ADVISOR AND WELLNESS DIRECTORS):

- Request and review relevant information to determine the functional impact/ access barriers underlying the request for accommodation.
- Collaboratively determine appropriate accommodations that allow learner participation without lowering the vital and essential requirements of the program.
- Ensure due process (investigate solutions, maintain confidentiality, keep record of the request and actions taken).
- Support faculty and staff in assessing and meeting their legal obligation to accommodate.